**Clearing Cache in Internet Explorer**

VISION is a web based application that requires periodic maintenance to assist in the efficient running of the system. Clearing the computer's cache (also called deleting temporary Internet Explorer files) is a frequently used maintenance tool.

Your use of the web determines how often the cache should be cleared. A good practice is to clear cache at least once a week to avoid error messages such as "Page Cannot Be Displayed" when trying to log in or "invalid URL" when navigating. If either of these occur you should first follow these steps before calling Finance Support.

Note: The following step-by-step instructions are for Internet Explorer 8. The version of Internet Explorer on your computer may look different, but the concept is the same. Any questions about your computer should be directed to your desktop support staff.
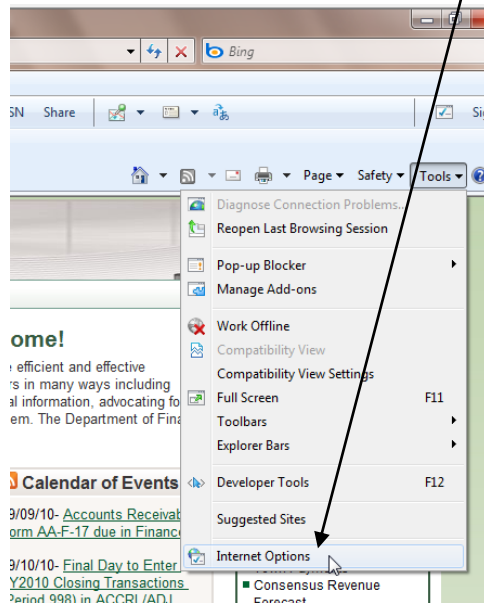
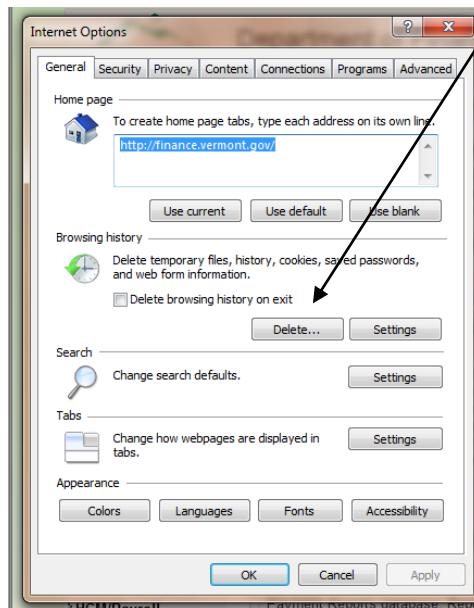Step 1 – Open or navigate to Internet Explorer

Step 2 – Click on **Tools**
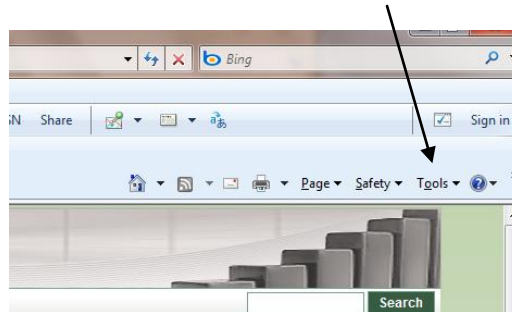
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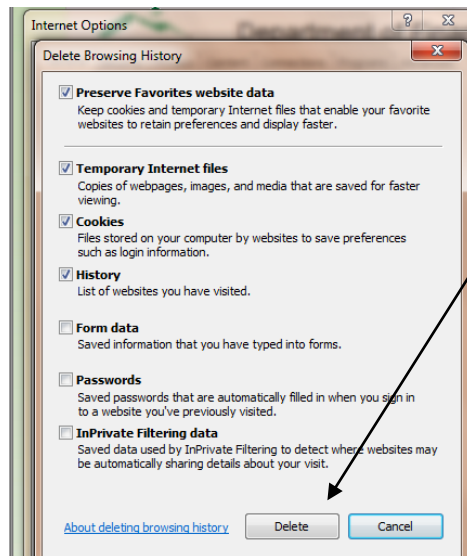## Step 3 – Click on **Internet Options**

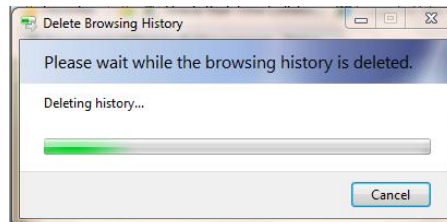## Step 4 – Under Browsing History, click **Delete**

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Step 5 –**Delete** Temporary Internet Files, Cookies, and History are selected.
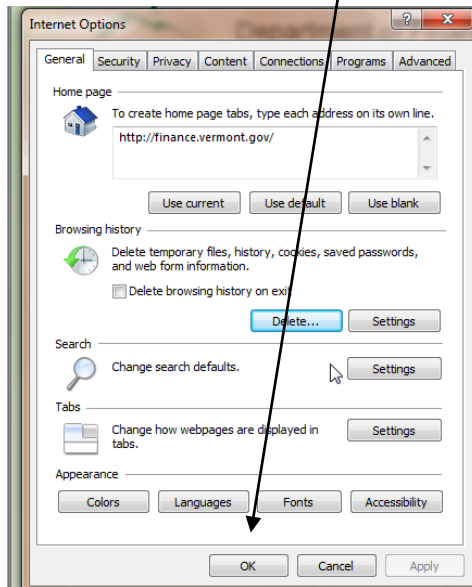(Instead of deleting each section individually, you may use 'Delete')

A Delete Browsing History box will appear showing the deletion in progress.

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Step 6 – Click **OK**

Following these steps will clear the internet files and most often removes any cause of particular error messages. If this does not resolve the issue, contact VISION Finance Support at 828-0407, option 2, option 2.